**Distance Learning Complaint Process for Out of State Students**

Mayville State University is committed to resolving student grievances, complaints and concerns in an expeditious and fair manner. Students residing outside North Dakota while attending Mayville State University who want to resolve a grievance should follow the student complaint processes explained below. However, if an issue cannot be resolved internally, you may file a complaint with your State by referring to the list of state agencies below.

**Student Concerns: Student concerns about specific issues should generally be addressed to the respective office or university employee for resolution. The following are specific processes that students should follow for prompt resolution of concerns:**

A. Students who have concerns about classroom related matters (including matters related to the instructor, teaching materials, methodology, classroom environment, physical facilities, or other matters resulting from normal classroom activities) should follow the following procedure:

Discuss the situation with the instructor to see if a resolution can be reached. If the problem is still not resolved, contact the instructor's Division Chair for assistance. Situations still not resolved should be brought to the attention of the Vice President for Academic Affairs.

If the situation has not been resolved through this procedure, students may contact the President of the University for final resolution.

For questions on this process, please contact the Director of Extended Learning, Misti Wuori, at 701-788-4631.

Grade appeal processes are handled differently and are outlined in the [Student Handbook.](http://www.mayvillestate.edu/about-msu/more-info/reports-policies/)

B. Students who have concerns about billings, business operations, institutional charges, etc. should contact Janice Jorgensen, Business Office Manager, at 701-788-4762.

Financial billing issues related to policy or university procedures should be directed to Steve Bensen, Vice President for Administrative Affairs, at 701-788-4761.

C. Students who have concerns about financial aid awards, scholarships, or the processing of financial aid should contact Shirley Hanson, Director of Financial Aid, at 701-788-4767.

Issues related to financial aid policies or procedures should be directed to Ray Gerszewski, Vice President for Student Affairs and Institutional Research, at 701-788-4770.

D. Students who have concerns about their official admissions status or their academic standing should contact Pam Braaten, Director of Academic Records, at 701-788-4773.

Issues related to admissions and academic standing policies should be directed to Keith Stenehjem, Vice President for Academic Affairs, at 701-788-4755.

Issues related to admissions procedures should be directed to Ray Gerszewski, Vice President for Student Affairs and Institutional Research, at 701-788-4770.

E. Students who have concerns about specific student services - such as housing, food services, academic support, career development, student health services, counseling, student programming or special services - should first contact the director or professional in charge of that program.

Concerns may also be addressed by Ray Gerszewski, Vice President for Student Affairs and Institutional Research, at 701-788-4770.

F. Student athletes who have questions or concerns about eligibility or athletic awards should contact the respective coach.

Issues related to institutional or NAIA policies or institutional procedures should be directed to Mike Moore, Athletic Director, at 701-788-4706.

G. Students who have concerns about technology related issues - such as laptop issues, access to computing resources, etc. should contact the Help Desk at 701-788-4723.

Concerns about institutional policies and procedures related to the use of technology should be directed to Keith Stenehjem, Vice President for Academic Affairs, at 701-788-4755.

I. Students, parents or alumni who have questions or concerns about alumni status, alumni information or contributions to the university should contact the MSU Foundation Office at 701-788-4867.

J. Students who have concerns about the condition of specific facilities or grounds should first contact the manager of that building or grounds area.

Issues may also be directed to Dan Lorenz in Main Building (facilities operations) or Bob Kozojed in the Campus Center Building (custodial services).

In the event that a situation cannot be resolved through ordinary and normal procedures with the respective staff person or Vice President, students may contact the university president for a final resolution.

Mayville State University is accredited by the Higher Learning Commission of the [North Central Association of Colleges and Schools](http://www.ncahlc.org/).

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| Alabama | Alabama Commission on Higher Education  P. O. Box 302000  Montgomery, AL 36130-2000  Phone: (334) 242-1998  Fax: (334) 242-0268  <http://www.ache.alabama.gov/Content/Departments/NRI/NRI.aspx>  Alabama Department of Postsecondary Education  P. O. Box 302130  Montgomery, AL 36130-2130  Phone: (855) 428-8313  Fax: (334) 293-4504  <https://secure.ethicspoint.com/domain/media/en/gui/33877/index.html> |
| Alaska | Alaska Commission on Postsecondary Education  Keirke Kussart, Program Coordinator for Institutional Authorization  P.O. Box 110505  Juneau, AK 99811-0505  Phone: (907) 465-6741  Fax: (907) 465-5316  Email: [EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov)  <http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary_Institutions/Consumer_Protection> |
| Arizona | Arizona State Board for Private Postsecondary Education  Keith Blanchard, Deputy Director/Investigator  1400 W. Washington Street  Room 260  Phoenix, AZ 85007  Phone: (602) 542-5769  Fax: (602) 542-1253  Email: [keith.blanchard@azppse.gov](mailto:keith.blanchard@azppse.gov)  <https://ppse.az.gov/complaint> |
| Arkansas | Arkansas Higher Education Coordinating Board  Arkansas Department of Higher Education  114 East Capitol Ave  Little Rock, AR 72201  Phone: (501) 371-2000  Email: [ADHE\_Info@adhe.edu](mailto:ADHE_Info@adhe.edu)  <http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf>  Arkansas State Board of Private Career Education  501 Woodlane, Suite 312S  Little Rock, AR 72201  Phone: (501) 683-8000  Email: [sbpce@arkansas.gov](mailto:sbpce@arkansas.gov)  <http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx> |
| California | Bureau for Private Postsecondary Education  2535 Capitol Oaks Drive, Suite 400  Sacramento, CA   95833  Phone: (916) 431-6905  Fax: (916) 263-1897  Email: [joanne.wenzel@dca.ca.gov](mailto:joanne.wenzel@dca.ca.gov)  <http://www.bppe.ca.gov/forms_pubs/complaint.pdf> |
| Colorado | Colorado Department of Higher Education  Heather DeLange, Academic Policy Officer  1560 Broadway, Suite 1600  Denver, Colorado 80202  Phone: (303) 866-2723  Fax: (303) 866-4209  Email: [heather.delange@dhe.state.co.us](mailto:heather.delange@dhe.state.co.us)  <http://highered.colorado.gov/Academics/Complaints/default.html>  Division of Private Occupational Schools  Georgia Robert, Deputy Director  1560 Broadway, Suite 1600  Denver, Colorado 80202  Phone: (303) 866-2723  Email: [Georgia.roberts@dhe.state.co.us](mailto:Georgia.roberts@dhe.state.co.us)  <http://highered.colorado.gov/Academics/Complaints/FileComplaint.asp> |
| Connecticut | Connecticut Department of Higher Education  The Office of Financial and Academic Affairs for Higher Education  61 Woodland Street  Hartford, CT 06105-2326  Phone: (800) 842-0229  Email: [edinfo@ctohe.org](mailto:edinfo@ctohe.org)  <http://www.ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf> |
| Delaware | Delaware Higher Education Office  The Townsend Building  401 Federal St., Ste. 2  Dover, DE 19901  Phone: (302) 735-4120  Fax: (302) 739-5894  Email: [dheo@doe.k12.de.us](mailto:dheo@doe.k12.de.us)  <http://www.doe.k12.de.us/> |
| District Of Columbia | District of Columbia Office of the State Superintendent of Education  Education Licensure Commission  810 First Street, NE – 2nd Floor  Washington, DC 20002  Phone: (202) 727-6436 Fax: (202) 478-2956  Email: [osse@dc.gov](mailto:osse@dc.gov)  <http://osse.dc.gov/publication/due-process-complaint-form> |
| Florida | Florida Commission on Independent Education  325 W. Gaines Street, Suite 1414  Tallahassee, FL 32399-0400  Phone: (850) 245-3200  Fax: (850) 245-3238  Email: [amy.lefstead@fldoe.org](mailto:amy.lefstead@fldoe.org)  <http://www.fldoe.org/cie/complaint.asp> |
| Georgia | Georgia Nonpublic Postsecondary Education Commission  2082 E Exchange Place, Suite 220  Tucker, GA 30084-5305  Phone: (770) 414-3300  Fax: (770) 414-3309  Email: [ccam@npec.state.ga.us](mailto:ccam@npec.state.ga.us)  <http://rules.sos.state.ga.us/docs/392/5/06.pdf> |
| Hawaii | Hawaii Postsecondary Education Authorization Program Bobbi Lum-Mew, HPEAP Administrator  P.O. Box 541  Honolulu, Hawaii 96809  Phone: (808) 586-7327  Fax: (808) 933-8845  Email: [hpeap@dcca.hawaii.gov](mailto:hpeap@dcca.hawaii.gov)  <http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf> |
| Idaho | Idaho State Board of Education  Attn: State Coordinator for Private Colleges and Proprietary Schools  650 West State Street, P.O. Box 83720  Boise, ID  83720-0037  Phone: (208) 334-1587  Fax: (208) 334-2632  Email: [valerie.fenske@osbe.idaho.gov](mailto:valerie.fenske@osbe.idaho.gov)  <http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp> |
| Illinois | Illinois Board of Higher Education  Richard Tapia, Assistant Director for Diversity & Outreach  431 East Adams, 2nd Floor  Springfield, Illinois 62701-1404  Phone: (217) 557-7359  Fax: (217) 782-8548  Email: [tapia@ibhe.org](mailto:tapia@ibhe.org)  Illinois State Board of Education  100 N. 1st Street  Springfield, Illinois 62777  Phone: (217) 782-4321  <http://webprod1.isbe.net/contactisbe/> |
| Indiana | Indiana Commission for Higher Education  Sara Appel, Academic Programs Manager  101 West Ohio Street, Suite 550  Indianapolis, IN 46204-1984  Phone: (317) 464-4400  Fax: (317) 464-4410  Email: [sappel@che.in.gov](mailto:sappel@che.in.gov)  <http://www.in.gov/cpe/2329.htm>  <http://www.in.gov/cpe/files/sf39280-complaint.pdf>   Indiana Department of Workforce Development  Dinell Edge, Accreditation Specialist  Phone: (317) 234-8338  Email: [dedge1@dwd.in.gov](mailto:dedge1@dwd.in.gov) |
| Iowa | Iowa College Student Aid Commission  Carolyn Small, Postsecondary Registration Coordinator  603 E. 12th Street, 5th Floor  Des Moines, IA 50319  Phone: (515) 725-3413 or (877) 272-4456  Fax: (515) 725-3401  Email: [carolyn.small@iowa.gov](mailto:carolyn.small@iowa.gov)  <http://www.iowacollegeaid.gov/>forms |
| Kansas | Kansas Board of Regents  Jacqueline G. Johnson, Director Private/Out-Of-State Postsecondary Education  1000 SW Jackson Street, Suite 520  Topeka, KS 66612-1368  Phone: (785) 296-4917  Fax: (785) 296-7052 Email: [jjohnson@ksbor.org](mailto:jjohnson@ksbor.org)  <http://www.kansasregents.org/private_postsecondary_complaint_process> |
| Kentucky | Kentucky Commission on Proprietary Education  Steve Wilborn, Interim Executive Director  Phone: (502) 564-4185  Email: [kcpe@ky.gov](mailto:kcpe@ky.gov)  Kentucky Council on Postsecondary Education  Director of Postsecondary Licensing  Attn: Council on Postsecondary Education  1024 Capital Center Dr #320  Frankfort, KY 40601-7512  Phone: (502) 573-1555  Fax: (502) 573-1535  Email: [speconsumercomplaint@ky.gov](mailto:speconsumercomplaint@ky.gov)  <http://cpe.ky.gov/policies/academicpolicies/licensure.htm> |
| Louisiana | Louisiana Board of Regents - **Direct complaints to:**  Louisiana Attorney General’s Office of Consumer Protection  P.O. Box 94005  Baton Rouge, LA 70804-9005  Phone: (225) 326-6079  Fax: (225) 326-6499  <http://regents.la.gov/wp-content/uploads/2013/03/StudentComplaintProcedure.pdf>  <http://www.ag.state.la.us/Article.aspx?articleID=36&catID=0> |
| Maine | Maine Department of Education  Harry W. Osgood, Higher Education Specialist  23 State House Station  Augusta, ME 04333  Phone: (207) 624-6846  Fax: (207) 624-6700  Email: [harry.osgood@maine.gov](mailto:harry.osgood@maine.gov)  <http://www.maine.gov/education/rulechanges/chapter33/handouts/091611reporting.html> |
| Maryland | Maryland Higher Education Commission  Attn: Academic Affairs – Student Complaints  6 N. Liberty St, 10th Floor  Baltimore, MD 21207  Phone: (410) 260-4500  Fax: (410) 332-0270  Email: [acadprop@mhec.state.md.us](mailto:acadprop@mhec.state.md.us)  <http://www.mhec.state.md.us/career/pcs/gripe.asp>s |
| Massachusetts | Massachusetts Department of Higher Education  Angela Williams, Senior Administrative Assistant/Paralegal  One Ashburton Place, Room 1401  Boston, MA 02108  Phone: (617) 994-6963  Fax: (617) 727-0955  Email: [awilliams@bhe.mass.edu](mailto:awilliams@bhe.mass.edu)  <http://www.mass.edu/forstudents/complaints/complaintprocess.asp> |
| Michigan | Michigan Department of Licensing and Regulatory Affairs  CSCL/Enforcement Division  P.O. Box 30018  Lansing, MI 48909  Phone: (517) 241-9202  <http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html> |
| Minnesota | Minnesota Office of Higher Education  George R. Roedler, Jr., JD., Manager Institutional Registration & Licensing  1450 Energy Park Drive, Suite 350  St. Paul, MN 55108-5227  Phone: (651) 259-03975  Fax: (651) 642-0675  Email: [George.roedler@state.mn.us](mailto:George.roedler@state.mn.us)  <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078> |
| Mississippi | Mississippi Commission on College Accreditation  Menia Dykes, Director of Accreditation  3825 Ridgewood Road  Jackson, MS 39211-6453  Phone: (601) 432-6372  Fax: (601) 432-6225  Email: [mdykes@mississippi.edu](mailto:mdykes@mississippi.edu)  <http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>    Mississippi Commission on Proprietary School Registration  Kim Verneuille, Director  3825 Ridgewood Road  Jackson, MS 39211  Phone: (601) 432-6185  Fax: (601) 432-6363  Email: [kverneuille@mccb.edu](mailto:kverneuille@mccb.edu)  <http://www.mccb.edu/pdfs/pg/PSComplaintForm.pdf> |
| Missouri | Missouri Department of Higher Education  Rusty Monhollon, Assistant Commissioner for Academic Affairs  205 Jefferson Street  P.O. Box 1469  Jefferson City, MO 65102-1469  Phone: (573) 751-5221  Fax: (573) 751-6635  Email: [rusty.monhollon@dhe.mo.gov](mailto:rusty.monhollon@dhe.mo.gov)  <http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf> |
| Montana | Montana University System  Office of Commissioner of Higher Education  Montana University System  2500 Broadway Street  PO Box 203201  Helena, MT 59620-3201  Phone: (406) 444-6570  Email: [stateauthorization@montana.edu](mailto:stateauthorization@montana.edu)  <http://mus.edu/che/arsa/StateAuthorization/default.asp> |
| Nebraska  Nebraska  (Cont.) | Nebraska Coordinating Commission for Postsecondary Education  Kathleen Fimple, Academic Programs Officer  P.O. Box 95005  Lincoln, NE 68509-5005  Phone: (402) 471-0030  Fax: (402) 471-2886  Email: [kathleen.fimple@nebraska.gov](mailto:kathleen.fimple@nebraska.gov)  <http://nebraskalegislature.gov/laws/statutes.php?statute=85-2418>    Nebraska Department of Education  Jeff Schneider, Investigations Officer  301 Centennial Mall South  P.O. Box 98987  Lincoln, NE 68509-4987  Phone: (402) 471-0731  Email: [jeff.schneider@nebraska.gov](mailto:jeff.schneider@nebraska.gov)  <http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>  <http://www.education.ne.gov/PPCS/> |
| Nevada | Nevada Commission on Postsecondary Education  8778 South Maryland Parkway, Suite 115  Las Vegas, Nevada 89120  Phone: (702) 486-7330  Fax: (702) 486-7340  <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm> |
| New Hampshire | New Hampshire Department of Education - HEC  Attn: Edward R. MacKay, Director Div. of Higher Ed  101 Pleasant Street  Concord, NH 03301  Phone: (603) 271-0256 Email: [Edward.mackay@doe.nh.gov](mailto:Edward.mackay@doe.nh.gov)  <http://www.education.nh.gov/highered/colleges/index.htm> |
| New Jersey | New Jersey Secretary of Higher Education  Rochelle Hendricks, Secretary of Higher Education  PO Box 542  Trenton, NJ 08625-0542  Phone: (609) 292-4310  Email: Executive Assistant, [carol.johnson@NJHE.state.nj.us](mailto:carol.johnson@NJHE.state.nj.us)    New Jersey Center for Occupational Employment Information  Office of the Secretary of Higher Education  Robert Grimmie, Director  20 West State Street 4th floor  P.O. Box 542  Trenton, NJ 08625-0542  Email: [robert.grimmie@dol.state.nj.us](mailto:robert.grimmie@dol.state.nj.us)  General Email: schoolapprovalunit@dol.state.nj.us  <http://www.nj.gov/highereducation/index.shtml> |
| New Mexico | New Mexico Higher Education Department  Diane Vigil-Hayes, Private & Proprietary Schools Admin. & Compliance Officer  2048 Galisteo Street  Santa Fe, NM 87505  Phone: (505) 476-8418  Email: [diane.vigil@state.nm.us](mailto:diane.vigil@state.nm.us)  <http://www.hed.state.nm.us/> |
| New York | New York Office of College and University Evaluation  Ellen Zunon – NY State Department of Education  89 Washington Avenue  Room 969 EBA  Albany, NY 12234  Phone: (518) 474-2593  Fax: (518) 486-2779  Email: [ezunon@mail.nysed.gov](mailto:ezunon@mail.nysed.gov)  <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>  New York Bureau of Proprietary School Supervision  Edward Kramer, Supervising Investigator  Email: [ekramer@mail.nysed.gov](mailto:ekramer@mail.nysed.gov)  <http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf> |
| North Carolina | North Carolina Community College System  Office of Proprietary School Services  Diannette Jackson, Education Consultant/Program Auditor II  200 West Jones St.  Raleigh, North Carolina 27603  Phone: (919) 807-7149  Email: [jacksond@nccommunitycolleges.edu](mailto:jacksond@nccommunitycolleges.edu)  <http://www.nccommunitycolleges.edu/complaint-procedures-and-forms>  Post-Secondary Education Complaints  c/o Assistant Director of Licensure and Workforce Studies  University of North Carolina General Administration  910 Raleigh Road  Chapel Hill, NC 27514  Phone: (919) 962-4558  Email: [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu) |
| North Dakota | North Dakota Depart. Of Career & Technical Education  Office of Attorney General  Consumer Protection & Antitrust Division  Parrell D. Grossman, Director  Gateway Professional Center  1050 Est Interstate Avenue, Ste. 200  Bismarck, ND 58503  Phone: (701) 328-5570  Email: [pgrossman@nd.gov](mailto:pgrossman@nd.gov)  <http://www.nd.gov/cte/>  North Dakota University System  Tanya Spilovoy, D. Ed., Director of Distance Education & State Authorization  1815 Schafer St., Ste. 202  Bismarck, ND 58501-1217  Email: [tanya.spilovoy@ndus.edu](mailto:tanya.spilovoy@ndus.edu) |
| Ohio | Ohio Board of Regents  Shane DeGarmo, Associate Vice Chancellor, Program Development & Approval  25 S. Front Street  Columbus, OH 43215  Phone: (614)387-1215  Email: [sdegarmo@regents.state.oh.us](mailto:sdegarmo@regents.state.oh.us)  Ohio State Board of Career Colleges and Schools  Kimberly Stein, Investigator  SBCCS  35 East Gay, Suite 403  Columbus, OH 43215  Phone: (614) 466-2752  Email: [kimberly.stein@scr.state.oh.us](mailto:kimberly.stein@scr.state.oh.us)  <http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx> |
| Oklahoma | Oklahoma Board of Career and Technology Education  Paula Bowles, Chief Communications and Marketing Officer  1500 W. 7th Street  Stillwater, OK 74074  Phone: (405) 743-5108  Email: [paula.bowles@okcareertech.org](mailto:paula.bowles@okcareertech.org)  <http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy>  Oklahoma Board of Private Schools  Nora Ann House, Director  3700 N. Classen Blvd., Ste. 250  Oklahoma City, OK 73118  Phone: (405) 528-3370  Fax: (405) 528-3366  Email: [nhouse@obpvs.ok.gov](mailto:nhouse@obpvs.ok.gov)  Oklahoma State Regents for Higher Education  Mr. Jose Dela Cruz, Coordinator of Academic Affairs Projects  655 Research Parkway  Suite 200  Oklahoma City, OK 73104  Phone: (405) 225-9141  Email: [communicationsdepartment@osrhe.edu](mailto:communicationsdepartment@osrhe.edu)  <http://www.okhighered.org/current-college-students/complaints.shtml> |
| Oregon  Oregon  (Cont.) | Oregon DOE Private and Career Schools Office  Juan Baez-Arevalo, Director of Private Postsecondary Education  Oregon Higher Education Coordinating Commission  775 Court St. NE, Salem, OR 97301  Phone: (503)947-5977  Email: [jaun.baez-arevalo@state.or.us](mailto:jaun.baez-arevalo@state.or.us)  <http://www.ode.state.or.us/search/results/?id=83>  Oregon Office of Degree Authorization  Juan Baez-Arevalo, Director of Private Postsecondary Education  Oregon Higher Education Coordinating Commission  775 Court St. NE, Salem, OR 97301  Phone: (503)947-5977  Email: [jaun.baez-arevalo@state.or.us](mailto:jaun.baez-arevalo@state.or.us)  <http://www.ode.state.or.us/search/results/?id=83> |
| Pennsylvania | Pennsylvania Department of Education  Patricia Landis, Division Chief, Higher and Career Education  333 Market Street  Harrisburg, PA 17126-0333  Phone: (717) 783-8228  Fax: (717) 722-3622  Email: [RA-COLLUNIVSEMINFO@state.pa.us](mailto:RA-COLLUNIVSEMINFO@state.pa.us)  <http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474> |
| Puerto Rico | Puerto Rico Council on Education  Mrs. Carmen L. Berrios Rivera, Executive Director  PO Box 1900  San Juan, PR  00910-1900  Phone: (787) 641-7100  Fax: (787) 641-2573  Email: [cberrios@ce.pr.gov](mailto:cberrios@ce.pr.gov)  <http://www.ce.pr.gov/> |
| Rhode Island | Rhode Island Board of Governors for Higher Education  Deanna Velletri, RI Office of Higher Education, Academic and Student Affairs  80 Washington Street  Providence, RI 02903  Phone: (401) 456-6010  Fax: (401) 456-6028  Email: [dvelletri@ribghe.org](mailto:dvelletri@ribghe.org)  <http://www.ribghe.org/8a1031912.pdf> |
| South Carolina | South Carolina Commission on Higher Education  Renea Eshleman, Program Manager, Non-Public Postsecondary Institution Licensing  1122 Lady Street, Suite 300  Columbia, SC 29201  Phone: (803) 737-2281  Fax: (803) 737-2297  Email: [reshleman@che.sc.gov](mailto:reshleman@che.sc.gov)  <http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf> |
| South Dakota | South Dakota Secretary of State’s Office  South Dakota Attorney General  1302 E. Highway 14, Suite 1  Pierre, SD 57501-8501  Phone: (605) 773-3215  Email: [sos.edu@state.sd.us](mailto:sos.edu@state.sd.us)  <http://www.sdbor.edu/policy/3-student_affairs/documents/3-4.pdf> |
| Tennessee | Tennessee Higher Education Commission  Lynda Lu Perrin, Investigations Officer, TN Higher Education Commission  404 James Robertson Parkway, Suite 1900  Nashville, TN 37243  Phone: (615) 741-0662  Email: [lynda-lu.perrin@tn.gov](mailto:lynda-lu.perrin@tn.gov)  <http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf> |
| Texas | Texas Higher Education Coordinating Board  William Franz, General Counsel  P.O. Box 12788  Austin, Texas 78711-2788  Email: [william.franz@thecb.state.tx.us](mailto:william.franz@thecb.state.tx.us)  <http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>  Texas Workforce Commission  Career Schools and Colleges  101 East 15th Street, Room 226T  Austin, Texas 78778-0001  Phone: (512)936-3100  Fax: (512)936-3111  Email: [career.schools@twc.state.tx.us](mailto:career.schools@twc.state.tx.us)  <http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf> |
| Utah | Utah Division of Consumer Protection  Attn: Complaint Processor  160 East 300 South  Salt Lake City, Utah 84111-6704  Phone: (801) 530-6601  Fax: (801) 530-6001  Email: [consumerprotection@utah.gov](mailto:consumerprotection@utah.gov)  <http://consumerprotection.utah.gov/complaints/index.html> |
| Vermont | State Board of Education  Cathy Hilgendorf, Postsecondary Approval Coordinator  Vermont Agency of Education  120 State Street  Montpelier, VT 06620-2501  Phone: (802) 828-5402  Email: [cathy.hilgendorf@state.vt.us](mailto:cathy.hilgendorf@state.vt.us)  <http://education.vermont.gov/documents/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf> |
| Virginia | Virginia State Council of Higher Education  Sylvia Rosa-Casanova, Director, Private & Out-of-State Postsecondary Education  101 N. 14th St.  Richmond, VA 23219  Phone: (804)225-3399  Email: [SylviaRosaCasanova@schev.edu](mailto:SylviaRosaCasanova@schev.edu)  <http://www.schev.edu/students/studentcomplaint.asp> |
| Washington | Washington Training and Education Coordinating Board  Patricia Spencer, Program Manager  Phone: (360) 709-4641  Email: [pspencer@wtb.wa.gov](mailto:pspencer@wtb.wa.gov)  <http://www.wtb.wa.gov/PCS_Complaints.asp>  Washington Student Achievement Council  Karen Oelschlager, Program Administrator  P.O. Box 43430  Olympia, WA 98504-3430  Phone: (360)753-7869  Email: [kareno@wsac.wa.gov](mailto:kareno@wsac.wa.gov) |
| West Virginia | West Virginia Council for Community and Technical College Ed  Jim Skidmore  1018 Kanawha Blvd., E. Suite 700  Charleston, WV 25301  Phone: (304)558-0265  Email: [skidmore@wvctcs.org](mailto:skidmore@wvctcs.org)  <http://www.wvctcs.org/index.php/2013-06-28-14-21-50/student-complaint-process>  West Virginia Higher Education Policy Commission  Dr. Kathy Butler, Senior Director of Academic Affairs  1018 Kanawha Blvd., E. Suite 700  Charleston, WV 25301  Phone: (304)558-0261  Email: [kbutler@hepc.wvnet.edu](mailto:kbutler@hepc.wvnet.edu)  <https://www.wvhepc.org/resources/133-20.pdf> |
| Wisconsin | Wisconsin Educational Approval Board  Blanca James, Office Operations Associate  P.O. Box 8696  Madison, WI 53708-8696  Phone: (608) 266-1996  Email: [blanca.james@eab.wisconsin.gov](mailto:blanca.james@eab.wisconsin.gov)  <http://eab.state.wi.us/resources/complaint.asp> |
| Wyoming | Wyoming Department of Education  Elaine Marces, Private School Program Manager  Phone: (307) 777-6210  Email: [Elaine.marces@wyo.gov](mailto:Elaine.marces@wyo.gov)  <http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/> |